



**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Michael Moseley, Director

August 14, 2007

**MEMORANDUM**

**To:** Legislative Oversight Committee Members  
Commission for MH/DD/SAS  
Consumer/Family Advisory Committee Chairs  
State Consumer Family Advisory Committee Chairs  
Advocacy Organizations and Groups  
North Carolina Association of County Commissioners  
County Managers  
County Board Chairs  
North Carolina Council of Community Programs  
NC Association of Directors of DSS  
State Facility Directors  
Area Program Directors  
Area Program Board Chairs  
DHHS Division Directors  
Provider Organizations  
MH/DD/SAS Professional Organizations and Groups  
MH/DD/SAS Stakeholder Organizations and Groups  
Other MH/DD/SAS Stakeholders

**From:** Mike Moseley 

**Re:** **Communication Bulletin #077**  
**LME Complaint Reporting System Update**



Administrative Rule 10A NCAC 27G .0609 requires each LME to report to the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) on a quarterly basis in an electronic format provided by the Secretary on all complaints made to the LME. Accordingly, the Local Management Entity (LME) Complaint Reporting System was initiated in September 2006 and issued as Communication Bulletin #056. The goal of this vital reporting system is to use the information gathered to improve the mental health, developmental disabilities and substance abuse service system.

Recently, the DMH/DD/SAS and representatives from the LMEs and the North Carolina Council of Community Programs have worked to update the complaint reporting system. This communication bulletin contains guidance for implementation of these updates.

The following procedures and instructions relative to the complaint process will become effective **October 1, 2007**:

- Attachment 1- Guidelines for the LME Complaint Reporting System  
This guidance document provides an overview of the Complaint Reporting System and associated forms. Instructions regarding data collection, analysis and reporting are provided. Updates to this document include instructions for the changes made to the Customer Service Collection Form and the LME Quarterly Complaint Report.



- Attachment 2- Customer Service Collection Form

The Customer Service Collection form is a data collection form used to gather information about complaints. The following items have been modified or added to the form and are now required:

- *Customer Service Issues* and *Reporting Categories* are now combined and have been reduced to 13 categories.
- *Type of Service* information is now required.
- Previously, only the *outcome* of complaints that were investigated was documented. The outcome of complaints that were not investigated is now required.
- The number of complaint resolutions that were *appealed* must be reported.
- Reporting of complaint resolution time in *working days* from the receipt of complaint to the date of resolution is now required.

- Attachment 3- LME Quarterly Complaint Report

The LME Quarterly Complaint Report is used to report aggregate data filed to the DMH/DD/SAS. The following items have been modified or added to the report:

- *Customer Service Issues* and *Reporting Categories* are now combined and have been reduced to 13 categories.
- *Type of Service* information is now required.
- Previously, only the outcome of complaints that were investigated was documented. The outcome of complaints that were *not* investigated is now required.
- Reporting of complaint resolution time in *working days* from the receipt of complaint to the date of resolution is now required.
- A section to provide updated information from the previous quarter has been added.
- An Information Table that specifies when data should be collected and reported has been included.

- Attachment 4- Complaint Reporting Instructions

Specific instructions regarding the completion of the LME Complaint Report are included in this attachment.

- *An Information Table* that specifies when data should be collected and reported has been included.
- *Customer Service Issues* and *Reporting Categories* are now combined and have been reduced to 13 categories.

Please follow the dates below:

- Each LME will begin data collection with the updated system on or before October 1, 2007.
- The first LME Quarterly Complaint Report following these revised guidelines will be due to the DMH/DD/SAS on or before May 20, 2008.
- The current LME Quarterly Reports will be due on or before November 20, 2007 (for April to June 2007 data).

A copy of this report should be shared quarterly with the LME Client Rights Committee and the Consumer and Family Advisory Committee in order to develop strategies for system improvement.

Any questions pertaining to this complaint reporting system should be directed to Glenda Stokes at (919) 715-3197 or via electronic mail at [dmh.advocacy@ncmail.net](mailto:dmh.advocacy@ncmail.net).

#### Attachments

cc:	Secretary Carmen Hooker Odom	Wayne Williams
	Dr. Allen Dobson	Kaye Holder
	Dan Stewart	Kory Goldsmith
	DMH/DD/SAS Executive Leadership Team	Andrea Poole
	DMH/DD/SAS Staff	Mark Van Sciver
	Sharnese Ransome	Brad Deen
	Rich Slipsky	

